



Timbuktu Pro 2000 Release Notes

March 2000

The latest Technical Notes for Timbuktu Pro can be found at

<http://www.netopia.com/support/technotes/>

Overview of Release

This release contains the following improvements:

- **Cross Platform Direct Dial Support**—Timbuktu Pro can now make direct modem connections to other Timbuktu Pro systems, including Macintosh systems running Timbuktu Pro. Refer to the online Help for instructions on how to use this feature.
- **Windows 2000 Support**—Timbuktu Pro can now be installed on Windows 2000.
- **Increased Security**—Timbuktu Pro no longer sends clear-text keystrokes. The guest-to-host stream is encoded when you connect to a Windows host running Timbuktu Pro 2000 or a Macintosh host running Timbuktu Pro 5.2.3. This improves security dramatically by eliminating clear-text recognition using packet sniffer technology. When you control a remote computer, for example, the keystroke sequences used to log into file servers or Web sites will be hidden.
- **Internet Locator and LDAP Directory Services**—Timbuktu Pro contains support for two Internet directory services: LDAP and Netopia's Internet Locator. Refer to the online Help for instructions on how to access these resources. When you enable either feature, Timbuktu Pro will register with the test servers maintained by Netopia. (You can turn Internet Locator registration on using the *General* tab in the Preferences dialog box. You can turn LDAP registration on in the LDAP Options dialog box.) These directory services are offered free to Timbuktu Pro users; however, Netopia does not guarantee that these servers will always be accessible.
- **New HTML-Based Online Help System**—The Timbuktu Pro online Help system has been updated to include the new product features added since the initial release of Timbuktu Pro, and it's now available in HTML format.

System Requirements

Timbuktu Pro requires at least 20MB of free disk space for Windows 95 and Windows 98. For Windows 2000 or Windows NT 4.0 installation, Timbuktu Pro requires at least 50MB of free disk space on the system drive.

Timbuktu Pro will function correctly on any Windows 2000 or Windows NT 4.0 system that meets or exceeds Microsoft's system hardware requirements.

General Warnings and Product Limitations

IMPORTANT NOTE: In rare cases, the installation of this product may conflict with other non-Microsoft software and leave your Windows NT 4.0 system in an unbootable state. Practice "safe computing" by backing up before you install this or any other software on your computer.

Installation Notes

General

- If you have loaded any other remote control software on your computer, including Timbuktu, UNINSTALL IT AND REBOOT YOUR COMPUTER before installing Timbuktu Pro 2000.
- After uninstalling Timbuktu Pro (or any other remote control software), you must restart your computer before installing a new version. Timbuktu Pro is not completely removed until the system has been restarted. If you attempt to install Timbuktu Pro before the previous version is fully uninstalled, your installation will be incomplete.

Installing Timbuktu Pro 2000 to a New Directory on a Non-Default Drive

If you wish to install Timbuktu Pro 2000 in a new directory on a drive other than the default installation drive, enter the entire path to the new directory (for example, **d:\applications\timbuktu pro**) in the *Please Choose a Folder* box in the Choose Folder dialog box. The new directory will be created on the drive you specified.

If you wish to install Timbuktu Pro 2000 to an existing directory on a different drive, you may click the Browse button and specify the directory.

Windows NT and Windows 2000

- To install Timbuktu Pro on a Windows NT 4.0 or a Windows 2000 system, you must be logged on with Administrator or Domain Administrator privileges.
- Windows NT 4.0 and Windows 2000 are secure environments. Allowing anyone except the administrator to install a remote control program is a serious breach of security. Administrators may selectively grant users permission to modify the registry and to install or remove necessary device drivers. To facilitate support and to maintain a known configuration, most administrators prohibit ordinary users from installing this software.
- Installing Timbuktu Pro without first completely uninstalling other remote-control software and then rebooting may cause a video hooking conflict, which may leave your system unbootable. You can usually work around such a conflict by choosing the VGA option from Windows NT's boot menu.

Known Issues

- The Internet Locator server is not supported for connections using America Online. It will not locate your computer and your IP address is not updated.
- Timbuktu Pro 2000 is not recommended on Windows NT 4.0 laptop computers using Neo Magic video cards. If this is your system configuration, it is suggested that you set your display to VGA color.

Contacting Netopia

If you require technical support, please browse Netopia's Technical Notes and Frequently Asked Questions, available 24 hours a day on our Web site at <http://www.netopia.com/support/>.

Most common questions and problems are addressed here.

If you are unable to resolve your issue using our online technical support, please send email to ask_netopia@netopia.com.

Please provide the following information (for both the host and guest computers) to assist us:

- Timbuktu Pro version and build number. You can find this by selecting *About Timbuktu Pro* from the Help menu.
- Windows version, and any Service Packs installed.
- Error message or symptom.
- Steps to reproduce the error.
- Relevant system information:
 - PC manufacturer and model
 - CPU speed
 - Amount of RAM installed
 - Video card manufacturer and model
 - Video device driver version
 - Sound card manufacturer and model
 - Modem manufacturer and connection speed (if relevant)
 - Type of connection: ISDN, cable, DSL, etc. (if relevant)

Netopia's web site is at <http://www.netopia.com/>.

When you are prepared, contact Netopia Customer Service on the Web, or by email, mail, telephone, or fax:

Online Technical Support

Technical notes and Frequently Asked Questions which answer the most commonly asked questions and offer solutions for many common problems are available 24 hours a day on our Company Web site at <http://www.netopia.com/support/>.

Electronic Mail

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